

BUSINESS PROCESS OUTSOURCING FLEX

Gain critical support for periods of peak demand with scalable expertise.

You understand the typical cycle of your business—and can plan and staff effectively for the usual requirements. When you encounter an event that is out of the ordinary, or the “business unusual,” our Business Process Outsourcing Flex solution delivers the services you need.

Increase your capacity to seamlessly support any event that requires additional strategic and highly skilled resources— whether acquiring a critical element of your business or launching new products or partnerships.

“NEOS’ ability to manage business-critical processes and flexibly to shift resources to absorb unanticipated work streams created necessary operational capacity and was critical to the overall success of our large-scale acquisition program.”

US Head of Operations and IT, Employee Benefits Division of Global Insurance Carrier

YOUR CHALLENGES



Bandwidth constraints to support “the business unusual”



Need for resources highly skilled in a specific function



High costs of onboarding/ offboarding resources—when capacity need is not permanent



Speed-to-market—the transaction needs to be done quickly and within a prescribed timeframe

HOW IT WORKS



The Unusual Event

A variety of events—including acquisitions, business spikes with new products or features, and strategic partnerships—present an array of time-sensitive business scenarios that can challenge your existing teams and processes. These circumstances and the tasks which they create require a workforce with focused talent and expertise. Facing spikes in demand for support around new business/renewals, proposals, contracts, or enrollments, leaves many organizations confronting the question of how to support the “business unusual.”



How We Help

With deep expertise in managing these events within Life, Retirement, Annuities, Employee Benefits, and Investment Operations, our Business Process Outsourcing Flex teams work as an extension of your own organization and provide scalable resources for focused business processes and tasks. Whether you need additional new business claims analysts, field support consultants, or underwriters—even contracts and installation teams—we fill the shortfall that the “business unusual” presents.



The Game Plan

Leverage our experience and insights to improve your operational processes and meet staffing needs required to support the complex transactions of the business unusual. Our Business Process Outsourcing Flex teams design and operate the interim processes and stay with you until the peak demand subsides—or until we help you determine how to manage the new normal on your own.

THE BENEFITS

A Predictable Workforce	Cost-Effective Execution	Strategic Support	Efficient Transaction	Self-Enablement
Be prepared for anticipated or unforeseen periods of peak demand by using expert NEOS team members for critical business processes, ensuring you meet client and partner SLAs.	Bolster your staff without adding permanent team members or getting bogged down recruiting for temporary peaks. Avoid paying for resources that you're not using by scaling with on-demand support.	Align to your strategy for acquisitions and new products with seamless management of the spike in processes related to these events.	Support the strategic and operational demands your business faces during the “business unusual” event—and complete the transaction on schedule.	We enable you to take on the new size and scale of your business—until you are ready to run it yourself. We help you determine how to support your new environment after we are gone.

LEARN MORE

Visit our website for more information www.neosllc.com/bpo